ATTENDEES:

Jim Weber, Chair	Steve Adams	Taria Ahmed
Karen Boeger	Bob Borgstede	Jim Branson
Joe Brenneke	Pat Brooks	Chip Byers
Mark Cleverley	Carolyn Cook	Todd Craig
David Crain	Mike Dallmeyer	Dean Dillon
Kay Dinolfo	Gary Eggen	Kevin Engelbrecht
Jeff Falter	Richard Gerling	Jan Grecian
Cliff Gronauer	Jill Hansen	Ritchie Jenkins
Gary Lyndaker	Lora Mellies	Rick Mihalevich
John Namassy	Scott Peters	Cindy Renick
Jim Roggero	Nancy Schaffer	Tom Smith
Tom Stokes	Tori Swopshire	Debbie Tedeschi
Lucy Watts	John Wegman	Gail Wekenborg
Gerry Wethington	Chris Wilkerson	Mary Willingham
Paul Wright	Doug Young	

Jim Weber opened the meeting at 8:39 a.m. and welcomed everyone to the meeting.

ACTION ITEMS

1. **Approval of April 28, 2004, Information Technology Advisory Board Meeting Minutes** – Jim Weber asked if there were changes to the minutes of the last meeting; a request was made to remove two sentences from the minutes. Scott Peters made the motion to accept the minutes with the deletions; Steve Adams seconded the motion. The minutes were approved unanimously.

2. **Review of the Revised ITAB Charter (Jim Roggero/Jan Grecian)** – Jim Roggero stated the Committee had reviewed and updated the ITAB Charter. The revised Charter was distributed to the ITAB Members for their review prior to this meeting. No questions were received prior to the meeting and none were presented at the meeting. Jim Roggero made the motion to adopt the Charter as changed; Tom Smith seconded the motion. The revised ITAB Charter was approved unanimously.

3. **Approval of ITAB Security Committee Charter (Lora Mellies)** – Lora Mellies stated the revised Security Committee charter was distributed with the ITAB Agenda. The main changes include the name of the Committee and other changes that were made to make it more consistent. Another change includes reviewing the membership annually. There were no questions or concerns noted. Jim Roggero made the motion to approve the revised ITAB Security Committee Charter as presented; Chris Wilkerson seconded the motion. The motion was approved unanimously.

GENERAL BUSINESS

1. **CIO Update (Gerry Wethington)**
   - CRM - Gerry stated that he, Debbie Tedeschi and Don Lloyd had spoken with META recently regarding Customer Relationship Management (CRM) in an attempt to develop a more consistent definition of CRM for the agencies to use. META instructed them to align CRM with the pillars of government program being developed. CRM is a Subcommittee of the Digital Government Committee. They will first define CRM from the state's perspective. They will then develop an agenda for the CRM Subcommittee to allow them to take on the efforts of how we interact with constituents and consumers. They would also like to inventory and review the contracts in the state of Missouri. The viability of the current products should be assessed to determine if additional bids are needed. The inventory is necessary to ensure that agencies are

not moving down different paths that would cause problems with interoperability in delivering a common look and feel to citizens. It is important that the agencies address CRM solutions as one entity. The Committee is already formed. Don will be working on a date for META to do a half-day briefing on CRM for the Committee. They will discuss the definition of CRM, then develop and prioritize their agenda. Workshops may be created to allow broader participation among the Subcommittees. Any agency interested in participating in this program may contact Don Lloyd.

- Egovernment – Gerry stated he is getting ready to start meeting with the groups associated with Starting and Registering a Business. They are considering using the MOREnet Collaboration tool mentioned at the last ITAB Meeting. Possibilities for the candidate pool include Fictitious Names, Corporations and Limited Liability Corporations (LLC). Many of these businesses are small, making it difficult for them to provide representation at any meetings. Ron Thomas is working on this project with Chip Byers from MOREnet. As soon as the collaboration tool is organized and scheduled, this project will be moving forward.

- Tramatic Brain Injury Project – This project is moving forward.

- Data Dictionary –The PAQ for a Data Dictionary is active. Participating agencies include: Mental Health, Social Services, Labor and Industrial Relations, Economic Development, Health and Senior Services, and Workforce Development from Elementary and Secondary Education. Gerry encouraged everyone to make time to meet with Tier if at all possible so that this project will move forward. Tier will come back with recommendations on a series of definitions and provide an architectural rendering of the next phase.

- Search Engine – Gerry stated he has not yet had the opportunity to meet with Google regarding a search engine. He would like to include someone from Jill's Office and MOREnet in the meeting.

- Egovernment Report Card – Gerry reported his office is working on an egovernment report card using variety of parameters. It is important for the state to be able to quantify its progress with egovernment. The Business Oversight Committee will be placing some posting guidelines on the website in the near future.

- Navigation Audit – Gerry noted he would like to conduct a navigation audit of the OIT website. He encouraged the agencies to take the same action to make sure links go to appropriate sites. He may utilize an intern to conduct the audit. Agencies must be conscientious on how they develop their websites to make sure our services are convenient and easily navigated.

- Economic Development – There are some firms working with the Department of Economic Development that will be offering an alternative to the offshore issue. The Department of Economic Development is looking at development centers to retrain employees that have been laid off into the IT field. The state could either contract directly with these development centers or the development centers could subcontract with consultants already contracting with the state. Nine telecommunication regional centers exist throughout the state that have adequate bandwidth that could transfer data back and forth to the state.

- Marketing Positives – Gerry stated he is working on marketing the positive outcomes of work performed by the agencies. Gerry is looking at options and working on a strategy. He will provide an outline of a plan once it is developed.

- GIS - Some GIS demonstration projects are being planned through the Missouri GIS Advisory Council. They are working with the County Assessor's Association and certain counties to bring GIS functions into more projects that will offer more benefits and services.

- Intergovernmental Cooperation – A meeting is scheduled for later today with the Missouri Commission on Intergovernmental Cooperation to look at increasing website presence among county and local governments. Firms have been located that will offer quality services at a reasonable rate. They are working to get a contract to give counties and cities the opportunity to use the same e-services across the state.

- Technology Issues – Some companies are claiming a savings of $40 to $70 million for agencies to outsource their Help Desk. In conversation with one of these companies, Gerry was able to determine this savings would be divided over a seven-year period. Another area being discussed is the ratio of printers to employee, which is being described as two or three people to one printer. It is being reported that millions of dollars could be saved if the ratio of employees to printers was changed to be 12 to 15 employees to one printer. Gerry encouraged the agencies to be prepared to respond to this type of question.

- Policies – Relating to Security Policies, OIT is getting ready to publish the directives that have been approved by ITAB in the areas of Vulnerability Assessment, Security Questionnaire, and Security Training and Awareness. Enterprise Architecture and Accessibility policies are ready to be issued. Policies on INFOCON, Incident Response, and Software Piracy are already on the website. Gerry stated it was part of his responsibility to ensure that similar policies are created and implemented in each agency.

- OA Coordination - Gerry and Jill have set up monthly meetings with the Commissioner and the Chief of Staff to ensure coordination. A Memorandum of Understanding (MOU) has been signed by Purchasing, OA/DIS, OIT and the Commissioner's Office. Statutory requirements required the addition of OA/DIS in the agreement.

- Architecture - The Security Domain is working well. The Privacy Domain has just been activated. Infrastructure and Interoperability Domains are active. The Information Domain needs to be started. The Data Dictionary project is the first foray into information architecture. Business architecture will be driven from the pillars of government perspective. The following pillars have been defined to date: **Benefits and Services Programs, Regulatory Programs, Administrative Programs, Education Programs, Justice and Public Safety Programs, Registration and Licensing Programs, and Infrastructure Programs**. Gerry noted these pillars have changed somewhat from last the last ITAB Meeting. He will continue to do research on this topic. He suggested the agencies begin looking at how their business programs will map to these pillars. Gerry plans for this to be the principal focus of his office in the new fiscal year and will use it to drive business architecture. Business technology and information architecture will then be overlaid with service-oriented architecture. This will be consistent with the CRM effort that will be getting underway.

- Digital Government Summit – Gerry reminded everyone of the Digital Government Summit scheduled for June 17th at the Capitol Plaza Hotel. He has been asked to develop talking points on technology successes or advancements. If any agencies have a significant advancement or service delivery mechanism they would like included, they should forward to Gerry.

- Instant Messaging – Gerry noted that META had suggested that Instant Messaging not be allowed to get to the same point as we are with email, where agencies utilize different solutions. Pat Brooks stated that the Application Domain has Instant Messaging on their agenda to be addressed. His intention was to ask for ITAB's approval to move it to the forefront during their regular update. Gerry agreed to wait to hear from that subcommittee.

- Email Consolidation – Jill Hansen stated that her staff will be attending training. They are working on organizing the project teams. They have a Microsoft Ranger here now who has agreed to donate a few hours to get Active Directory started. The staff will begin this project as soon as they have completed their training. Jill has been contacted by various agencies that have requested to be moved to the top of the pilot list. She is working to determine the appropriate size of agency that would most beneficial to use in the pilot. They have begun to purchase servers and other hardware for the consolidation.

- ESRI Contract – Silver Oaks is conducting a survey on ESRI Contract. They understand there are some difficulties associated with the contract and have taken agency concerns into account. Once they receive the survey results back, they will review and schedule a meeting.

- Architecture Governance – Some agencies indicated they were receiving negative comments from their staff relating to the facilitation of the Architecture Governance Committee. Gerry asked the agencies to encourage their staff representatives to engage in committee discussions. Some domains have asked for direction from the ARC. The ARC may need to improve their review process as ITAB relies on them to ensure the credibility of the documents approved there. The creation of an emerging technologies group may need to be considered. It is important that the standards be kept current. ARC may need to prioritize the tasks assigned to the domains/committees and provide more direction. It was also suggested that the ARC be more specific in their direction and guidance to the Domain Committees and to also provide a periodic update to ITAB. The domains/committees need to know what the ITAB expects from them so that they can make sure they are focusing in the right direction. The facilitation guide should be kept up-to-date. The success of the Security Domain was noted.

- New Technologies – Gerry reminded everyone to provide good turnout when vendors provide presentations of their products.

2. **ITAB Chair Update (Jim Weber)**

- Review of Action Items from Previous Meeting

  - Digital Certificates Subcommittee to address Verisign Contract issues. – Todd Craig suggested removing this issue from the Action Items. The Subcommittee has concluded that their focus will be on the contract. They are in the process of gathering information on the current contract from Purchasing. Gerry has suggested that a Smartbuy purchase be made for digital certificates in the fall or December timeframe, and to document all their services. The Subcommittee is to research possible vendors and to coordinate with the Security Domain, Purchasing, vendors, and document the products and the services they provide.
  - Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval. – Pending.
  - Committee to review and update ITAB Charter. – Completed.
  - Gerry Wethington to circulate to agencies the areas to be included in business continuity plans. – Pending - meeting is scheduled for next week.
  - Gerry Wethington to send out materials relating to pillars of government, to be discussed at the next ITAB Meeting. – Pending.
  - IT Expenditure Reporting Standards Committee (Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Debbie Tedeschi, and Michael Elley) to meet again to review IT employee costs and draft letter to FMAC relating to use of IT codes. – Pending..
  - Gerry Wethington to provide results of Statewide IT Meetings. – Pending
  - Bob Meinhardt to work with Gerry Wethington on providing an overview on architectural governance at the next ITAB Meeting. – Pending.
  - Project Management Committee to market MOVAP document/process. – Ongoing - remove.
  - IT Business Plan to be posted on OIT web site. – Completed.
  - ITAB Executive Committee to select new chair for User Group Coordination. – Completed.
  - ITAB Members to notify Debbie Tedeschi if IT expenditures paid from revolving fund. – Remove.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee Update (Bob Meinhardt/Michael Elley)** – Jim Weber will ask Bob Meinhardt to request the domain committee chairs to provide him a list of their prioritized tasks.
   - Architecture Technical Committee (Mike Schweiss/ Michael Elley)
   - Interface Domain Committee (TBD)
   - Information Domain Committee (Tim Haithcoat)
   - Infrastructure Domain Committee (Pete Wieberg)
   - Interoperability Domain Committee (Charles Williams)
   - Application Domain Committee (Pat Brooks) - Pat reported the Committee would be sending out a survey around the first of July. They would appreciate the agencies' responses. The Committee is still in need of a representative from the UNIX community. They are reviewing documentation from the Email SWAT Team and from MODOT on their architecture. ITAB gave its approval for Instant Messaging to become this Subcommittee's first priority.
   - Systems Management Domain Committee (TBD)
   - Security Domain Committee (Lora Mellies/R.D. Porter) – Lora reported that the Security Domain Committee has finished drafting all the firewall documents. They plan to submit these to the ARC at the next meeting. Information classification has been identified as their next task. Gerry noted that Symantec has submitted an enterprise license proposal that he has pushed into Smartbuy program for their review.
   - Privacy Domain Committee (Scott Willett)

2. **Digital Government Committee Update (Lew Davison/Ron Thomas)** – Ron reported that two meetings are being set up in June to focus on key results and strategies. They had originally planned to present to ITAB in June, but need to delay until July.
   - Application Development Subcommittee (Jim Roggero/Pat Brooks
   - Credit Cards Subcommittee (Scott Peters)
   - CRM Subcommittee (Don Lloyd)
   - Digital Certificates Subcommittee (Todd Craig)
   - Digital Media Subcommittee (Jim Weber/Kay Dinolfo)

3. **MOTEC Update (Paul Wright/Laura Mertens)** – Jim Weber noted that Paul will step down as the Chair of this Committee after the June meeting. Tim Dwyer will then assume the role as Chair. Jeff Falter has agreed to serve as the Vice-chair. Paul stated the MOTEC Utilization Report was distributed with the agenda. He stated the report has also been including any nonstate utilization. The Committee will continue to work on the FY05 goals. Paul noted the MOTEC Meetings are now being held on the second Monday of the month instead of Wednesday. The next meeting is scheduled for June 14, 2004, at 3:00 p.m.

4. **Personnel Committee (Chris Wilkerson)** – Chris reported he had met with the OA Classification group last week concerning the length of time required to establish new IT positions. OA expects a cover letter that includes the timeline in which the position is needed, an organizational chart indicating where the position will be held, and a Position Description Form. Applications to establish new positions are a priority. Approximately 80 percent of these requests are completed within 30 days. Chris asked that any agency experiencing problems with getting their new positions within this timeframe to contact him. The cover letter should also state whether the position is permanent or temporary. The Committee is also working with the specialty code for cybersecurity. All committee members have been assigned tasks. A document has been created that defines cybersecurity, the required education and experience, and the duties a cybersecurity specialist I/II/III would be expected to perform. Chris will send out this document through Mary Luebbert and will be asking for feedback. He will also send out a list of cybersecurity certifications that can be obtained. He would like for everyone to look over the list and let him know two or three that would be most acceptable. Chris plans to distribute these documents within two to three weeks. He expressed his appreciated to Jan Grecian and Gail Morris for their efforts.

5. **Privacy Committee (Scott Willett)** – No update.

6. **Project Management Committee Update (Jim Roggero/Tom Stokes)** – Jim reported the Committee met on May 14th. They have received the final report from MU and will be reviewing that document. The Project Management Statewide Training contract is up at the end of the year. The Committee has developed an RFP for that contract and will review one more time. It should be ready to go out around September. The Committee is also reviewing the appropriate direction to take relating to the certifications. The next meeting is scheduled for June 29, 2004, at 2:00 p.m. The Committee has also been discussing the best way to advance the MOVAP document. Gerry stated he plans to set aside part of the FY05 budget to market MOVAP and to incorporate it into the FY07 budget instructions.
   - Cost Benefit Approach to State Government Subcommittee (Paul Wright) Vitality – Paul and Jan Grecian used oversight as the template and placed it into the MOVAP document. This was reviewed at their last meeting and it should be out on the OIT website shortly. Next they will be looking at automating the worksheet process.
   - Performance Measures Subcommittee (Paul Wright) – Paul stated this Subcommittee is now identifying and defining in detail the core measures. The Subcommittee is reviewing the information now. They will take it back to the PMC for its approval before bringing it to ITAB.

7. **Security Committee (Lora Mellies/R.D. Porter)** – Lora stated the June meeting of the Security Committee was cancelled due to the Digital Government Summit. Committee members are being asked to provide training reports whenever they attend training to share with the others. Gerry stated that Symantec has presented a proposal being evaluated by Silver Oaks.

8. **User Group Coordination (Jeff Falter/Debbie Tedeschi)** – Jeff stated he would be getting with Debbie to review the Committee information.

COLLABORATIVE EFFORTS

1. **Internet/MOREnet Update (Chip Byer)** – Chip reported that the tiered OC12 project had been completed.

2. **Network Management Consortium Update (Jim Roggero/Jill Hansen)** – Jill stated the Consortium has not met since the last ITAB Meeting. They will be meeting tomorrow afternoon at 1:00 p.m. in the Truman Building, Room 400, for the Security Assessment presentation. They will sit in on the SDC Steering Committee tomorrow morning. Jim, Jill and Gerry Wethington met to discuss changing this group into the Network Steering Committee. They would function more as the SDC does and assist with the operational decision-making process in relation to the network.

3. **Statewide Purchasing Update (Gary Eggen/Karen Boeger)** – Gary reported the printer survey has gone out. They are starting work on a second Smartbuy and are studying the standards specifications. A meeting will be set up with the ITAB on specifications and to gather quantity information. Approximately $4 to $5 million dollars is spent on printer toner per year. Printer toner has been included in the statewide contract for office supplies. The META statewide contract expires at the end of this year. Purchasing plans to have the new contract in place by January 1, 2005. They need input from the state agencies on the evaluation of the bid. If anyone would like to assist with the bid evaluation, they should contact Gary or Debbie Tedeschi. Gerry put in decision that this included as a core item in the OIT budget for statewide utilization. A statewide contract bid is out on the Blackberry devices and they hope to have in place in July. The updated IT Bids listing was included with the agenda.

4. **Technology Services Update (Gail Wekenborg)** – Gail reported the SDC Steering Committee meets tomorrow morning at 8:30 a.m. in the Truman Building, Room 400. The draft CAP for FY05 will be presented but it will not be voted on until the June meeting. SDC has also asked the agencies to share any items affecting the SDC within the next 12 to 18 months. This will allow for the adjustment of the FY05 CAP and provide planning information for the FY06 CAP. The procedure for security alerts has been modified. Contact with the first contact will be attempted for 30 minutes. If no response, it will move to the second and third contacts. If no response is received, a voicemail message will be left and an email sent. The AdvantageGen contract does not expire this year as originally thought. There are two renewal options for two more years. The cost to renew would be over $700,000 for the first year and another $850,000 for the second year of renewal. We have indicated that we would rather just pay for what we are using. This year's cost should be for maintenance only. OA will be meeting with them on Friday morning. Gail has informed them that the costs should not be more than $400,000. Gerry stated that AdvantageGen does not appear to be in the future of the state for a long period of time. Advantage Gen has been moved under Computer Associates. Chris Wilkerson asked Gerry to work with META to evaluate the move to package the AdvantageGen products together. Tools, products and solutions will be needed to transition us from that environment to another.

5. **MO GIS Advisory Council (Tony Spicci)** – No update.

OPEN DISCUSSION

1. **Status of Senate Bill** 1082 – Division of Network Efficiency/State Communications Commission (Jill Hansen) – Jill reported that this bill did not pass during this session, but may reappear next session. The sponsors are now looking at the Network Consortium differently as it may cover the majority of the needs they had indicated. A void from the radio side still exists. Gerry stated that he wants to meet with Jill, Chip and Tom Smith to discuss this issue before the next session. This meeting is scheduled for June

2. **Current/Planned Bids** – Gerry stated the MOU signed by OA/DIS, OIT, OA Commissioner's Office and Purchasing gives them the authority to stop purchases that are not consistent with the state's IT initiatives.

Executive 03-26 provides Gerry with the authority to stop any procurement. Jill Hansen stated that several agencies could be receiving grant money to purchase radios through Homeland Security. They will be looking at a solution that will fit the radio needs of all agencies. When considering a bid for an item or service, be sure to check to see if a bid already exists. Chris Wilkerson asked for feedback on the wireless contract. The fixed satellite contract has been awarded. Gerry will forward email to Jill Hansen referencing some agencies independently looking at Voice over IP.

3. Tom Smith will be sending out information on a Senior Leader Outbrief associated with the JUICE exercise on August 13th in St. Louis on consequence management communications.

4. Gerry will send out a notification to all cabinet members that all expenditures falling under certain IT codes must be approved by their agency's CIO.

6. Gerry stated that some agencies have not paid the OIT billing for either July through December or January through June. These should be remitted as soon as possible.

REVIEW OF ACTION ITEMS

- Privacy Committee to draft a Privacy Statement for use by all state agencies and present to ITAB for approval.
- Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
- Gerry Wethington to send out materials relating to pillars of government, to be discussed at the next ITAB Meeting.
- IT Expenditure Reporting Standards Committee (Chris Wilkerson, Mary Willingham, Jill Hansen, Cliff Gronauer, Steve Adams, Debbie Tedeschi, and Michael Elley) to meet again to review IT employee costs and draft letter to FMAC relating to use of IT codes
- Gerry Wethington to provide results of Statewide IT Meetings.
- Bob Meinhardt to work with Gerry on providing an overview on architectural governance at the next ITAB Meeting.
- Bob Meinhardt & the ARC to review the list of projects and their priorities with the Architecture Domain Chairs.
- Representation from an agency with UNIX experience is needed on the Application Domain Committee.
- Application Domain Committee to review Instant Messaging as their first priority.
- Agencies interested in providing requirements for the META Group contract and/or participating in bid evaluation to contact Gary Eggen or Debbie Tedeschi.
- Gerry Wethington to forward email on Voice over IP to Jill Hansen and Jim Roggero for the Network Consortium.
- Gerry Wethington to issue policy directive under Executive Order 03-26 that all IT procurements expenditures falling under certain IT codes must be approved by the agency CIO.
- Agencies who have not done so should submit payment for FY04 OIT billings.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, July 28, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**

JLW/cc